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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/975,264	10/12/2001	Tsukasa Saito	500.40756x00	8841

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EXAMINER

TO, BAO TRAN N

ART UNIT	PAPER NUMBER
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2135

DATE MAILED: 06/24/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/975,264

Applicant(s)

SAITO ET AL.

Examiner

Bao Tran N. To

Art Unit

2135

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 27 April 2005.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,2,5 and 6 is/are pending in the application.
- 4a) Of the above claim(s) 3,4 and 7-13 is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,2,5 and 6 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date: _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 04/27/2005 has been entered.

This Office action responds to the applicant's amendment filed on 04/27/2005. In this amendment, applicant amended Claims 1-2 and 5-6, cancelled Claims 3-4 and 7-13. Claims 1-2 and 5-6 remain for examination.

Response to Arguments

2. Applicant's arguments with respect to claims 1-2 and 5-6 have been considered but are moot in view of the new ground(s) of rejection is made in view of Sloo and further in view of Cogger et al.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1-2 and 5-6 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sloo (U.S. Patent 5,895,450) herein referred to as Sloo and further in view of Cogger et al (U.S. Patent 6,032,184) herein referred to as Cogger.

Regarding on Claim 1, Sloo discloses a personal information managing method in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising the steps of:

accepting, by a provider-side (central computer) processing apparatus from a deliberation-requesting-party-side (access terminals) processing apparatus, an input for designating sent-out contents capable of being browsed on said provider-side processing apparatus connected via a network (communication network) (col. 3, lines 7-18);

receiving, by said deliberation-requesting-party-side processing apparatus, information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus, said information not including personal information on said sending-party (Unique e-mail address is given to identify the complainant; i.e., sending-party) (col. 5, lines 12-28);

transmitting said sent-out contents and said information from a said deliberation-requesting-party-side processing apparatus to a deliberation support (the program to allow users to proceed by selecting options) processing apparatus to request a deliberation ("Request a Judge/Jury") about said sent-out contents (col. 7, lines 28-40 and col. 8, lines 5-60);

receiving, by said deliberation support processing apparatus, said sent-out contents and said information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and said information into a deliberation managing database (complaint data record) in said deliberation support processing apparatus (col. 8, lines 30-60), said sent-out contents becoming a target of said deliberation (resolution of the complaint) (col. 8, lines 35-55);

accepting, by said deliberation support processing apparatus, an input of a deliberation result (judgment) of said requested deliberation to store said deliberation result into said deliberation managing database (complaint data record) (col. 8, lines 50-60);

transmitting said information stored in said deliberation managing database, from said deliberation support processing apparatus to a management processing apparatus (col. 9, lines 5-20);

requesting, by said deliberation support processing apparatus to said management processing apparatus, presentation of said personal information on said sending-party (personal e-mail address is entered by complainant) (col. 5, lines 20-30);

receiving, by said management processing apparatus, said information from said deliberation support processing apparatus (col. 5, lines 10-20);

transmitting said personal information on said sending-party identified by said information, from said management processing apparatus to said deliberation support processing apparatus when said deliberation result indicates that said sent-out contents include an illegality (violation of law) (col. 16, lines 30-60);

transmitting said deliberation result (judgment) stored in said deliberation managing database (complaint data record) and said personal information on said sending-party received from said management processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus (col. 9, lines 5-15); and

receiving by said deliberation-requesting-party-side processing apparatus, said deliberation result (judgment) and said information stored in said deliberation managing database (complaint data record), from said deliberation support processing apparatus (col. 8 lines 50-58).

However, Sloo does not teach the individual apparatus, such as "deliberation support processing apparatus and ticket management processing apparatus". Nevertheless, Sloo teaches one programmed central computer of a complaint handling apparatus provides the functionality of "deliberation support process and ticket management process" (col. 1, lines 66-67 through col. 2, lines 1-20).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sloo's invention to include deliberation support

Art Unit: 2135

processing apparatus and ticket management processing apparatus with the motivation being to allow users processing the complaints.

Sloo does not explicitly disclose the use of "a ticket management processing apparatus".

However, Cogger discloses the ticket management processing apparatus (col. 4, lines 9-34). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate Cogger's invention with Sloo to include a ticket instead of the unique email with the motivation being to allow users to analyze the complaints being recorded.

Regarding on Claim 2, Sloo and Cogger further disclose a personal information managing method as claimed in Claim 1, comprising the step of:

accepting an input of inquiry contents (public search) toward said sending-party (complainant) to store said inquiry contents into said deliberation managing database (complaint data record) (col. 5, lines 55-65);

transmitting said inquiry contents and said ticket information stored in said deliberation managing database (complaint data record), from said deliberation support processing apparatus to said ticket management processing apparatus (col. 4, lines 45-60);

receiving said inquiry contents and said ticket information from said deliberation support processing apparatus (col. 4, lines 15-35);

making reference to a mail address indicated by a contact address (e-mail) included in said personal information identified by said ticket information; and transmitting said inquiry contents from said ticket management processing apparatus to said mail address (col. 9, lines 5-15).

Regarding on Claims 5-6, Sloo discloses a personal information managing system in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising:

a deliberation requesting process unit for accepting, by a provider-side (central computer) processing apparatus from a deliberation-requesting-party-side (access terminals) processing apparatus, an input for designating sent-out contents capable of being browsed on a provider-side processing apparatus connected via a network (communication network) (col. 3, lines 5-20),

for receiving, by said deliberation-requesting-party-side processing apparatus, information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus, said information not including personal information on said sending-party (Unique e-mail address is given to identify the complainant; i.e., sending-party) (col. 5, lines 12-28), and

for transmitting said sent-out contents and said information from said deliberation-requesting-party-side processing apparatus to a deliberation support (the program to allow users to proceed by selecting options) processing apparatus to

request a deliberation ("Request a Judge/Jury") about said sent-out contents (col. 8, lines 15-60, col. 10, lines 45-col. 11, line 20, and col.16, lines 30-65);

a deliberation accepting process unit for receiving, by said deliberation support processing apparatus, said sent-out contents and said information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and said information into a deliberation managing database in said deliberation support processing apparatus (col. 4, lines 1-60 and col. 5, lines 3-50), said sent-out contents becoming a target of said deliberation (resolution of the complaint) (col. 8, lines 35-55);

a personal information presentation requesting process unit for accepting, by said deliberation support processing apparatus, an input of a deliberation result (judgment) of said requested deliberation to store said deliberation result into said deliberation managing database, for transmitting said information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus (col. 4, lines 10-35 and col. 5, lines 35-65), and for requesting, by said deliberation support processing apparatus, presentation of said personal information on said sending-party (personal e-mail address is entered by complainant) (col. 5, lines 20-30);

a personal information presenting process unit for receiving by said management processing apparatus, said information from said deliberation support processing apparatus (col. 5, lines 10-20), and

for transmitting said personal information on said sending-party identified by said information, from said management processing apparatus to said deliberation support

processing apparatus when said deliberation result indicates that said sent-out contents include an illegality (violation of law) (col. 16, lines 30-60);

a deliberation result informing process unit for transmitting said deliberation result stored in said deliberation managing database (complaint data record) and said personal information on said sending-party received from said managing processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus (col. 4, lines 45-60); and

receiving, by said deliberation-requesting-party-requesting-side processing apparatus, said deliberation result and said information stored in said deliberation managing database (complaint data record), from said deliberation support processing apparatus (from col. 8, line 50 to col. 9, line 15).

However, Sloo does not teach the individual apparatus, such as "deliberation support processing apparatus and ticket management processing apparatus". Nevertheless, Sloo teaches one programmed central computer of a complaint handling apparatus provides the functionality of "deliberation support process and ticket management process" (col. 1, lines 66-67 through col. 2, lines 1-20).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sloo's invention to include deliberation support processing apparatus and ticket management processing apparatus with the motivation being to allow users processing the complaints.

Sloo does not explicitly disclose the use of "a ticket management processing apparatus".

However, Cogger discloses the ticket management processing apparatus (col. 4, lines 9-34). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate Cogger's invention with Sloo to include a ticket instead of the unique email with the motivation being to allow users to analyze the complaints being recorded.

Prior Art

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Burchetta et al. (U.S. Patent 6,850,918 B1) discloses an automated dispute resolution administration method involves checking an authorization for a request for access to an automated dispute resolution system made using a sponsor login area. A letter is automatically generated to a party to a dispute in response to a sponsor entering a case into an automated dispute resolution system. A person, adverse to the sponsor with respect to the case, is authorized to access the automated dispute resolution system. Tracking information is written onto a hard drive associated with at least one of the party or the sponsor; and a report is generated identifying open cases for the sponsor.

Vaidyanathan et al. (U.S. PUB 2004/0128155 A1) discloses that techniques are described for handling dispute online. The techniques particularly relate to high-volume dispute handling, and integration with an online marketplace or general online selling.


Information Contact

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bao Tran N. To whose telephone number is 571-272-8156. The examiner can normally be reached on Monday-Friday from 8:00 to 4:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kim Y. Vu can be reached on 571-272-3859. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Bao Tran N. To
Patent Examiner
06/13/2005


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